

SYLLABUS FOR CRISIS MANAGEMENT AND LEADERSHIP

Term: Summer 2015

Course Number: PSM 333

Group 36, Hobart, IN

Instructor: JoCathy Roberts, M.S. Public Safety Administration

Office: Room Room 500C, Calumet College of St. Joseph

Office Phone: 773-551-5115 (5pm – 10pm)

E-mail: jroberts3@ccsj.edu

Office Hours: Monday thru Friday 5pm-10pm

Course Time: Thursday evening 6pm-10pm.

Course Description:

PSM Crisis Management and Leadership

Examines the theories and practices of strategic and operational planning for crisis management and leadership. The student will learn and practice decision during crisis events and non-emergency situations. The student will differentiate the types of leadership models to employ in a high stress emergency environment versus routine, non-crisis management decision making. Leadership theories, including transformational theory, situational theory, emergent leader theory, designated leader theory and contingency theory will be discussed and analyzed. Cases and group scenarios will be examined to apply these concepts and students will discuss, analyze and choose actions to solve case problems

Prerequisites: None

Textbooks: Police Leadership, M.R. Habersfeld, 2nd edition.

Statement of Plagiarism:

If an instructor or other Calumet College of St. Joseph personnel find that a student has plagiarized or been involved in another form of academic dishonesty, the instructor or other personnel may elect to bring the matter up for judicial review. The maximum penalty for any form of academic dishonesty is dismissal from the College. The procedures for judicial review are listed under the section of CCSJ handbook that addresses student grievances.

Calumet College of St. Joseph adheres to citation guidelines as prescribed by the particular discipline (i.e., MLA, APA, Chicago Manual of Style or Turabian.). All of these guidelines are available in the Calumet College of St. Joseph library or bookstore. These texts outline how to cite references from a variety of sources, including electronic media. This course requires the APA format.

Withdrawal from Classes Policy:

After the last day for class changes has passed (see College calendar), students may withdraw from a course in which they are registered with permission from the faculty member conducting the course. A written request detailing the reason(s) for the withdrawal must be filed with the Registrar. Written request for withdrawal must be received by the Registrar by the last day of classes prior to the final examination dates specified in the catalogue. Written requests may be mailed to the Registrar or faxed to the College fax number 219-473-4259. Students are to make note of the refund schedule when withdrawing from courses. The request is forwarded to the faculty member, who makes the final determination to accept or deny the request. If the request is honored, the student will receive notification of official withdrawal; if denied, the notification will indicate why the withdrawal is disallowed.

An official withdrawal is recorded as a "W" grade on the student's transcript. Dropping a course without written permission automatically incurs an "F" grade for the course (see Refund Schedule).

Class Policy on Attendance: Students are expected to be on time for class. Students entering class late are expected to do so quietly and in a courteous manner. Attendance at all class meetings is mandatory. It is a serious matter when a student even misses one session. A lower grade may result. If a student misses more than one session, the student is required to withdraw from the module by contacting the instructor. Students who miss all or part of one class must make arrangements with the instructor to make up time missed.

Class Policy For Assignments: All assignments are due on the scheduled date.

Course Objectives: Students will acquire knowledge, analyze material and case studies, orally report on chosen options and research and write effectively on a crisis management/ leadership theory.

- a. Written: Public Safety Managers need to be able to research, analyze and write clear reports;
- b. Oral: Public Safety Managers need to communicate effectively to individuals and groups.
- c. Public Safety Managers need to understand basic principles of leadership of individuals and groups within various systems and organizations. They need to be skilled at applying these principles to group settings and be skilled at team building. The student will demonstrate mastery of the competencies specified below in each of three areas of communication: written, oral and small group processes.

The specific outcomes developed in each of these three communication skill areas are specified below.

Written: Public Safety Managers need to be able to be able to research, synthesize, analyze information and prepare written reports.

Oral: Public Safety Managers need to be able to convey ideas with clarity, organization and ease.

Group: Public Safety Managers need to understand basic theories of leadership and management. They need to be skilled at applying these theories to real situations. Public Safety Managers also need to be skilled at team building. There are *three* areas of group skills relevant to PUBLIC SAFETY MANAGERS. These are:

- Listening: the ability to:
 - receive information
 - interpret information re: criteria relevant to a specific problem
 - analyze information re: a given set of problems
 - consider different/diverse/conflicting points of view
 - maintain a non-defensive posture within a controversial environment
 - listen beyond the norms of one's own experience
 - the ability to effectively reflect back what one has heard and observed

- Managing Group Processes:

- Within a given group:
 - facilitate communication among members
 - manage conflict within a group

- Between groups:
 - facilitate communication between groups
 - manage conflict between groups

Format for Written Assignments: APA guidelines should be followed.

Grading Policy:

<u>GRADING CRITERIA</u>	<u>POINTS</u>	<u>GRADING SCALE</u>
Written Exams	50%	A 90-100
Research Paper	40%	B+ 88-89 B 80-87
Attendance and Participation	10%	C + 78-79, C 70-77
		D +68-69, 60-67
		F BELOW 60

Assessment:

Throughout the course students will be assessed on the degree to which they demonstrate progress toward mastery of Leadership theories, analysis of theories, choosing options, participating in groups, reporting orally and researching and writing.

Skill Area	Assessment Tool
Written	Work Samples; individual research paper.
Oral	Participating in group case problems and choosing options (classroom case studies) and class participation.
Knowledge	Written testing of course materials, lecture and classroom presentations.

Class Assignments:**Week One**

Read Chapters One Two and Three; participate in class small group problem.

Week Two

Read Chapters Four, Five and Six; ; participate in class.

Week Three

Abstract due Read Chapters seven and eight; participate in class.

Week Four

Read Chapters eight, nine and ten; participate in class.

Week Five

Read Chapters eleven, twelve and thirteen; participate in class.

Week Six

Exam; Research papers due.

Class attendance is extremely important. Lectures and discussion will include material not covered in the textbook. During class, case problems will be analyzed, and orally reported on by students working in groups.